

Chapter 2 : Activation Procedures and Database Management.

Why do I need authorization?

The American Forces Radio and TV Service (AFRTS) must ensure that only authorized audience members own or lease an AFRTS PowerVu decoder. According to Department of Defense regulations, only the following individuals are eligible to receive AFRTS: Active duty US military service members and DoD civilians assigned or deployed overseas, and their accompanying family members; Direct Hire US Government State Department Employees assigned overseas, DoD Direct Hire Contractors who are US citizens and specifically authorized by the host command. Additionally, retired military may purchase decoders at exchanges selling them or directly from Scientific Atlanta with permission from HQ AFRTS. The American Forces Radio and Television Service (AFRTS) acquire the rights for the programming you see via an AFRTS PowerVu decoder. Program owners give AFRTS the rights to their programming at little or no cost, as a public service to U.S. military members stationed overseas. This programming is worth a great deal of money and commercial networks commonly pay millions of dollars for individual episodes of popular programs. To ensure that it continues to receive programming at little or no cost, AFRTS must promise that only the authorized audience will be able to view its services. Your Power-Vu decoder is one part of an elaborate security system that protects AFRTS Programming from unauthorized audiences. AFRTS must authorize (or turn on) each decoder individually, over its satellite links, from the AFRTS Headquarters in Alexandria, VA or the Defense Media Center at March Air Reserve Base, California.

How do I get the decoder authorized?

When you have received the decoder, refer to the setup procedures for your area of the world at http://www.afrts.osd.mil/tech_info/page.asp?pg=tech_info and in Chapter 4 of this document. To request a decoder authorization customers must log on to the PowerVu Connect site at www.pvconnect.net and select "authorize decoders." Customers then complete the decoder authorization request form by filling in the decoders Tracking Identification number (TID) and Unit Address (UA) and other requested information. The decoder request information will be reviewed by AFRTS-HQ. Leased decoder customer request authorizations must originate from the military exchange or store that leases the decoder. Individual requests for leased decoder authorization will be rejected. Approved authorizations should occur within 24 hours upon receipt of the request. If the Internet and e-mail access are not available to the requestor (remote locations), customers who purchased a decoder can contact the Defense Media Center Help Desk directly at commercial (951) 413-2339, DSN (312) 348-1339 Or AFRTS-HQ at commercial (703) 428-0616, DSN (312) 328-0616. Callers will need to have the decoder TID and UA numbers and model number of each decoder available to provide to the technologist in order to activate the decoders.

How long does it take to get the decoder turned on?

It is the goal of HQ AFRTS to activate your decoder within 24 hours after receiving your request. Once the owner and location of the decoder has been verified in the AFRTS database, the decoder will be activated. The decoder will stay activated unless it is physically turned off by HQ AFRTS Operations.

How do you keep track of all these decoders?

All authorized viewers possessing an AFRTS PowerVu decoder are entered into the AFRTS PowerVu Connect decoder database when they request decoder authorization at www.pvconnect.net. This database is highly secure with access restricted to HQ AFRTS program managers, Defense Media Center Engineers/Technologists and AAFES/NAVY Exchange Trusted Agents at stores that lease decoders. The required information includes: The decoder owner's name, status (DoD, State Department, military retiree, etc), mailing address, work phone, country, city and DEROS Date (3 years or less) and other remarks that help us identify who we are serving. It is maintained by the program managers at HQ AFRTS Operations.

What do I do if or when my authorization period is up?

You can avoid this by keeping your DEROS and address information current. If your authorization does expire, you will be automatically switched to a channel telling you to update your DEROS or registration information. Then you must log on to www.pvconnect.net and update your DEROS information to have the decoder authorized again. AFRTS will only authorize decoders for a maximum of three years at a time.

What are the direct exchange (DX) procedures for AFRTS® PowerVu equipment?

Depending whether the decoder is government owned, customer owned, customer leased, or US Navy owned one of four different procedures are followed. These procedures are found in this chapter.

Government issued decoders: The direct exchange (DX) procedure is based upon the former Television-Audio Support Activity (now Defense Media Center) External Policy and Procedure, dated August 29, 1996 and provides DX procedures for all models of AFRTS provided Power Vu Integrated Receiver-Decoders (IRD). Customer purchased equipment is discussed later in this chapter.

All activities will operate in accordance with these procedures. Local repair of PowerVu equipment is NOT authorized.

When it is determined that a piece of Power Vu Equipment is defective, furnish the following information:

- ❑ Model number(s) of the defective unit(s). Rack mountable commercial 9223 IRDs are provided in three Models: 803-200, 803-201 and 803-202.

These model designations are provided as part of a bar code on the front of the units. The set top unit that uses a remote control is Model 9234 or 9834.

- ❑ Tracking identification number(s) (TID). The 9223 units are marked with the TID as a part of the front panel bar code. The TID for 9234 IRDs is on the bottom of the equipment or on the rear. The TID for the 9834 is located on the back.
- ❑ Quantity, by model, of defective units. Please provide us the number of defective decoders by model number. Example: (2) 202s, (3) 201s, (13) and 9234s.
- ❑ Symptoms of defect(s). Provide as much information as possible to assist with the troubleshooting and repair of the equipment.
- ❑ Point of contact (POC) should include: name, telephone number (DSN/commercial), Fax number (DSN/commercial) and, if possible, the E-Mail address.
- ❑ Return shipping address.

Notifications of defective equipment are preferred via E-Mail, however, fax, letter, or messages are acceptable alternatives.

E-Mail Addresses:

To: powervu@dodmedia.osd.mil

cc: afrtops@hq.afis.osd.mil

afrtops2@hq.afis.osd.mil

afrteng@hq.afis.osd.mil

dee@dodmedia.osd.mil

Mailing addresses:

To: Television-Audio Support Activity

Attn: Video Compression (DX Program)

23755 Z Street

Riverside, Ca. 92518

cc: AFRTS HQ/Engineering

601 N. Fairfax Street, Room 360

Alexandria, VA 22314

American Forces Radio and Television Service
Defense Media Center
23755 Z Street
Riverside, CA 92518

Message addresses:

To:

Info: AMFINFOS WASHINGTON DC//AFRTS//

CDR AFRTS BC MARCH FLD CA//DOEE//

Fax numbers:

AFRTS: DSN (312) 328-0624

AFRTS: Commercial (703) 428-0624

AFRTS-BC: DSN (312) 348-1457

AFRTS-BC Commercial: (951) 413-2457

Upon receipt of a notification of defective equipment, Scientific Atlanta (SA) will be contacted and requested to provide a Return Materiel Authorization (RMA) number and the address to ship the defective unit. The Defense Media Center (DMC) will then advise all parties of the RMA and the shipping address. Do not ship until you are given disposition instructions by DMC. Additionally, the DMC will de-authorize the defective unit(s) in the decoder database.

Ensure that the equipment is packed properly, marked and shipped by traceable means. The remote control must be included with the shipment of a desktop decoder. Notify DMC with complete shipping information of the defective equipment being returned for repair. DMC will ship a replacement, if available, and provide the TCN, method, mode, and date of shipment.

Ensure that the equipment is packed properly, marked and shipped by traceable means. The remote control must be included with the shipment of a desktop decoder.

Exchange/repair Points of Contact:

Defense Media Center (formerly T-ASA) Logistics
Commercial (951) 413-2429
DSN (312) 348-1429
Fax commercial (951) 413-2463
DSN Fax (312) 348-1463
E-Mail: PowerVu@dodmedia.osd.mil

Defense Media Center Technical Points of Contact:
Technologist (24-hours a day)

DSN (312) 348-1339 or commercial 951-413-2339.

E-Mail: technologist@dodmedia.osd.mil

They have a computer program to provide azimuth, elevation and decoder settings and can assist with troubleshooting.

Duty Engineer

DSN (312) 348-1236, and ask for the engineer.

Commercial (951) 413-2236, then Press 1

E-mail: dee@dodmedia.osd.mil

Defense Media Center Engineering

Commercial (951) 413-2429

DSN (312) 348-1429

Fax Commercial (951) 413-2463

DSN FAX (312) 348-1463

E-mail: powervu@dodmedia.osd.mil

HQ AFRTS Operations and Policy:

DSN (312) 328-0616 or commercial 703-428-0616

DSN (312) 328-0290, or commercial (703) 428-0290,

Fax commercial (703) 428-0624, DSN (312) 328-0624

E-Mail: afrtops@hq.afis.osd.mil

E-Mail: afrtops2@hq.afis.osd.mil

What are the repair procedures for customer purchased PowerVu Integrated Receiver Decoder (IRD) equipment?

PowerVu Decoders purchased by authorized audience members for personal use are repaired via the manufacturers warranty provided at the time of purchase from the Military Exchange or Scientific Atlanta. If the warranty has expired then repair is at the owner's expense. HQ AFRTS and Military Exchanges maintain a list of authorized repair facilities for both Europe and Japan/Korea or the defective decoder can be returned for repair to the manufacturer, Scientific Atlanta. If using the Scientific Atlanta option ask for a return material authorization (RMA) to return the IRD for repair. The Scientific Atlanta Technical Assistance Center Customer Service Representative can be reached at (800) 873-4613 or from overseas dial (770) 236-4786. You can also visit the Scientific Atlanta PowerVu technical website for a list of worldwide toll free access numbers for the country you are located.

http://www.scientificatlanta.com/products/customers/service_content_distribution_numbers.htm

What are the repair procedures for customer leased PowerVu Integrated Receiver Decoder (IRD) equipment?

Customers who are leasing a decoder should return it to the exchange that it is being leased from. The exchange should contact Scientific Atlanta via fax, email,

or phone to receive an RMA and instructions for returning the units to be repaired.

What are the repair procedures for decoders from Navy Ships and Fleet Support Detachments?

Navy personnel will contact the nearest FSD when they have a defective decoder. The FSD will do a one-for-one exchange taking the broken decoder and replacing it with a working one. The FSD then requests an RMA number from TASA to return the broken decoder to Scientific Atlanta for repair. The FSD will ship the decoder directly to Scientific Atlanta. Finally Scientific Atlanta will send the repaired unit back to FED EX to the Naval Media Center's warehouse.